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JAN 27 1997

IN REPLY
REFER TO

AQOG

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS
COMMANDERS, DCMC CONTRACT ADMINISTRATION
OFFICES (CAOs)

SUBJECT: FY 1996 Retread Awards

The purpose of this memorandum is to announce the winner of the Annual Retread Award and to provide a brief description of all the individual Retread Awards for FY 1996.

I am pleased to announce that DCMC Atlanta received the Annual Retread Award for FY 1996 for the DCMC CAO having the most individual Retread Awards. The Award was presented at the DCMC Commander's Conference in November 1996. Congratulations to DCMC Atlanta!

The following is a list of DCMC offices that received Retread Awards during FY 1996:

DCMC Atlanta	DCMC McDonnell Douglas-Long Beach
DCMC Chicago-Rockford	DCMC New York
DCMC Hartford	DCMC Northern Europe
DCMC Indianapolis-Allison Engine	DCMC Pacific-Singapore
DCMC Lockheed Martin Astronautics-	DCMC San Antonio
Denver	DCMC Santa Ana
DCMC Lockheed Martin Defense Systems	DCMDE

A brief description of all the individual Retread Awards for FY 1996 is provided in Attachment 1. I encourage every DCMC employee to be on the lookout for good ideas that can be adopted in their own organizations. Congratulations and thanks to all of the DCMC employees involved in spreading good ideas throughout DCMC.

ROBERT W. DREWES
Major General, USAF
Commander

Attachment

FY 1996 RETREAD AWARDS

DCMC Atlanta

1. DCMC Atlanta utilized DCMC San Diego's PROCAS Risk Assessment model as a guide to create their own PROCAS Risk Assessment Model. DCMC San Diego's Risk Assessment Model was minimally adjusted to meet DCMC Atlanta's needs.
2. DCMC Atlanta retreaded a plant report/trip visit report and customer survey developed by DCMC Americas-Puerto Rico. Whenever DCMC Americas-Puerto Rico personnel came in contact with a customer, they filled out a customer survey and/or plant trip visit report. DCMC Atlanta has adopted this strategy as a means to address customer needs.
3. DCMC Atlanta established a Process Action Team to improve its production surveillance coverage in order to meet one of Maj Gen Drewes' top ten challenges – delivery delinquencies. This PAT team made a visit to DCMC Boston to gain insight as to how to improve their surveillance activity. DCMC Atlanta adopted DCMC Boston's "MOCAS Training Manual" and utilized it for a "back-to-basics" surveillance refresher training class.
4. DCMC Atlanta established a Process Action Team to improve its production surveillance coverage in order to meet one of Maj Gen Drewes' top ten challenges – delivery delinquencies. This PAT team made a visit to DCMC Long Island to gain insight as to how to improve their surveillance activity. DCMC Atlanta adopted DCMC Long Island's process flow chart for production surveillance with minor changes.

DCMC Santa Ana

1. DCMC Santa Ana adopted a customer service guide originally developed by DCMC Lockheed Martin Astronautics-Denver. The customer service guide identifies the services the organization provides, the organization structure, its mission, key programs supported, major customers, key personnel contacts, specific expertise available within the organization and phone numbers. The guide is distributed to all current and potential customers to make them aware of the services the organization can provide and who can be contacted to obtain these services or receive additional information about the organization.
2. DCMC Santa Ana adopted an automated suspense tracking system that is being utilized by DCMC Santa Ana and all field offices. This automated suspense tracking system was originally developed by DCMDW-F. The suspense tracking system provides read, write and print access at staff level and read and print access at the field level. The system provides timely, efficient and cost effective distribution of suspenses to all personnel. Results have been outstanding, the system has contributed to DCMC Santa Ana achieving 100% on-time responses to DCMDW-O.
3. DCMC Santa Ana (Ontario Team C) is developing a new approach to contractor oversight and is using a database developed by DCMC Seattle for all in-plant efforts. The database was developed using Lotus Approach and provides the following contractor oversight program

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data—generates facility plans, generates contract plans, logging of QA activity, audit report results, tracking of delivery status, trending of QA activity, data analysis, and tracking cost savings and cost avoidance. Implementation of the database consists of modifications to fit requirements of our oversight program and training of all technical personnel. The benefits will be a risk assessment based oversight program that will reduce the manning effort required to perform existing workload and a database that will streamline data tracking and generation of reports.

DCMC Northern Europe

1. DCMC Northern Europe retreaded a training package in progress payments administration developed by the Contract and Pricing Branch of DCMC Denver. DCMC Northern Europe determined that they needed training in progress payments based upon an IMCR assessment and to provide that training they used the package developed by DCMC Denver. They claim to have recouped approximately \$9 MIL in overpayments as a result of the training.
2. Mr. Richard Snelling of DCMC Northern Europe (United Kingdom) retreaded DPRO Lockheed's format for the monthly Program Integrators Report. This format was initially invented by Major Jerry MacDonald of DPRO Lockheed Martin Tactical Aircraft Systems - Ft. Worth. This process utilizes color codes to highlight and denote the various status of areas reported.

DCMC Chicago-Rockford

DCMC Chicago-Rockford's production surveillance was far below standards, as low as 25.9%. The DCMC Chicago-Rockford Commander challenged his team to look at the DCMC Phoenix process and modify it for DCMC Chicago-Rockford. The team gathered the information, evaluated it, adapted it to the Rockford situation, and implemented the revised process. Performance has been consistently above 80%.

DCMC Hartford

DCMC Hartford adopted the bimonthly assessment report developed by DCMC Hughes- Los Angeles. The report is used to keep DCMC Hartford Program Support Team members, customers, and management informed of the program status in a timely manner.

DCMC Indianapolis-Allison Engine

DCMC Indianapolis-Allison Engine adapted the CDRL Tracking System developed by DCMC GE Aircraft Engines-Cincinnati as a PROCAS initiative with the contractor.

DCMC Lockheed Martin Astronautics-Denver

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DCMC Lockheed Martin Astronautics-Denver retreaded the Customer Support efforts of DCMC McDonnell Douglas-Long Beach. DCMC Lockheed Martin Astronautics-Denver adopted the Customer Service Techniques developed by DCMC McDonnell Douglas-Long Beach. An area of particular interest was the monthly Program Assessment Reports prepared on major ACAT programs. DCMC McDonnell Douglas' improvements were especially outstanding in the areas of technical analysis and use of metrics.

DCMC Lockheed Martin Defense Systems

DCMC Lockheed Martin Defense Systems adopted the Leadership/Management survey developed by DCMC Clearwater. DCMC Lockheed Martin Defense Systems is using this survey in their Unit Self Assessment to improve on the areas of leadership and management.

DCMC McDonnell Douglas-Long Beach

DCMC McDonnell Douglas-Long Beach retreaded a publication originally developed by DCMC Lockheed Martin Astronautics-Denver that contained valuable program information on the TITAN IV. The DCMC McDonnell Douglas-Long Beach publication, "C-17 VISION," has a wealth of C-17 program information and has been very successful for DCMC and its C-17 customer.

DCMC New York

DCMC New York has established an Electronic Data Interchange (EDI) training station for contractors based on the model developed by DCMC Stratford. The training station simulates a transmission of a "Request for Quote" to contractors and allows the contractors to simulate a response.

DCMC Pacific-Singapore

Capt. Jerald Oliver of DCMC Pacific-Singapore retreaded utilization of a physical data form, tailored to need from DLAM 8210.1, to be utilized to certify physical requirements of contractor personnel required to perform Aircraft engine run-up/test. This form was initially invented by the Government Flight Representative at DCMC Pacific-Kuala Lumpur.

DCMC San Antonio

DCMC San Antonio retreaded a Monthly Management Data Package (Business Results) from DCMC Orlando and DCMC Twin Cities. DCMC Orlando tracked key workload indicators to allow management to adjust resources when workload became imbalanced. DCMC Twin Cities' report focused on performance measures as defined by the Baldrige criteria and included some workload indicator data. The Twin Cities' model also included charts depicting performance at the CAO, Group, and Team levels displaying current and trend data. DCMC Twin Cities also included an analysis sheet completed jointly by Technical Assessment Group (TAG) and

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Operations representatives. This analysis sheet addressed any out of tolerance measures and/or adverse trends and actions necessary to prevent future problems. DCMC San Antonio combined the best of each of these products and produced a “DCMC Business Results” package with a mixture of workload and performance metric data. The DCMC San Antonio Business Results package allows operational managers to more easily assess operational performance and performance trends relative to other internal teams. The content of the metrics package is discussed at DCMC San Antonio’s monthly Business Team meeting, with representatives from Senior Management, Operations Support and TAG, to analyze the value of data provided and add or remove data items as needed.

DCMDE

1. DCMDE retreaded the special payroll matrix for employees stationed in Bosnia originally developed by DCMDW.
2. DCMDE retreaded the DCMDW idea of applying PLAS codes to Commander’s Conference briefing topics, so that charging of time spent at the conference is allocated to specific DCMC processes.